

# Tech Snacks: Accessing Canvas Support

With the implementation of a new LMS comes the need for more in-depth user support. As a company, Instructure (Canvas) offers multiple layers of user support that can be accessed from within Canvas itself. These different support options can help supplement for when OTLE is unavailable, especially when faculty and students may need additional support in the evenings and on the weekends.

## What Canvas Support Options are available?

Should you or your students need Canvas support, you can access:

**OTLE** — First and foremost, you and your students can always reach out to OTLE for Canvas support. We can be reached via email, phone, or in-person. Typically, OTLE always has an “open door” policy, however, we have been increasingly busy with the Canvas transition, so it may be beneficial to schedule time to meet with us. Outside of our regular emails, we also have the [canvas@msun.edu](mailto:canvas@msun.edu) email that faculty or students can use for emailing OTLE.

**Canvas Help Guides** — Canvas offers in-depth support articles that walk users through many different actions inside of Canvas. These articles often include screen recordings for tutorials, and are very helpful for faculty wanting to accomplish a specific task in their course (building a quiz, adding extra credit, assigning an extra attempt on a quiz, etc.,).

- You can access the [Canvas Instructor Guide](#) directly, or you can simply google a question. For example: “*How to create an extra credit assignment in Canvas*”
- Canvas also offers a [Canvas Student Guide](#) that may be helpful for students and covers a variety of topics they might need help with outside of OTLE hours.

**Canvas Support Email** — All users can open a support request through the Canvas Support Email system. This works similarly to opening a HelpDesk ticket, but for Canvas.

- All users can email [support@instructure.com](mailto:support@instructure.com) to open a support request. When submitting these requests, be as detailed as possible, including which course you are working in, which assignment/activity is giving you a hard time, and the steps you have tried to troubleshoot.
- When opening a support email, you can include the direct URL for your course and for the activity you are working on. Canvas Support can access those URLs directly, and it makes troubleshooting easier.

**Canvas Live Chat** — All users can use the 24/7 Canvas Live Chat. When in Canvas, you can click on the “Help” button in the side navigation menu, which will provide the option for the Faculty Live Chat and the Student Live Chat.

- OTLE has worked with Instructure to provide some response options when using the Live Chat. If the problem is an issue best addressed by OTLE, they will push the support request back to us.
- Many students have already utilized the Live Chat. OTLE receives an email transcript of all Live Chat interactions, so we can follow up if need be.

**Impact Inline Support** — With our license for Canvas, we also have access to the Impact platform, which provides an additional level of support from inside the LMS. When in Canvas, you can click on the “Help” button in the side navigation menu, which will provide a button (at the top) that says Inline Impact Support.

- Impact offers multiple inline support articles that can be searched by topic.
- Impact also allows users to send an email, which will go directly to Jason and Brittany.

**Third Party Integrations** – If you’re having issues with any integrations, such as textbook publishers, Yuja Video, Lucid Whiteboard, etc., OTLE is limited on back end access to most of these products, so once an issue is on the publisher or third-party tool side, we recommend reaching out to their help desks if we’re unable to help resolve the issue.